

Rushikesh Kapse

Production Support Analyst

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📍 Pune

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SUMMARY

- Experienced Production Support Analyst with **3+ years of expertise in incident management, problem resolution, and proactive monitoring.**
- Proficient in **ServiceNow, Mainframe (Batch Operation)** , and **SQL**, with a proven track record of **optimizing workflows and enhancing operational efficiency.**
- Innovative **problem-solver** who has successfully **managed critical systems**, ensuring seamless operations and high service levels.
- **Effective communicator** and **team player**, known for **leading root cause analysis**, implementing preventive measures, and fostering knowledge sharing.

PROFESSIONAL EXPERIENCE

Infosys Ltd., System Engineer Aug 2021 – Present | Pune, India

- **Incident Management:** Managed and resolved incidents using ServiceNow, ensuring timely solutions and closures for P2/P3/P4 issues. Analyzed complex problems, provided effective solutions, and maintained smooth workflows. Conducted impact analyses.
- **Service Requests Handling:** Processed and resolved complex service requests with a focus on accurate and timely communication, ensuring adherence to service level agreements.
- **Problem Management:** Led root cause analysis efforts, coordinating with stakeholders to implement preventive patches and enhance system reliability.
- **Change Management:** Analyzed and validated production changes, communicated impacts to users, and collaborated with the build team during application deployments.
- **Proficient in SQL** with experience in analyzing data, updating databases, and extracting data for business needs. Adept at using SQL for efficient data analysis and troubleshooting in critical production environments.
- **Continuous Improvement:** Actively contributed to application enhancements and continuous improvement initiatives, anticipating and preventing issues to improve system performance.
- **Knowledge Management:** Shared knowledge, provided guidance, and conducted training sessions for team skill enhancement and effective knowledge transfer.
- **Communication:** Ensured accurate communication channels (direct, callbacks, portals) to stakeholders, fostering transparency in incident management and stakeholder relationships.
- **Operability:** Collaborated with the build team to ensure seamless transitions from development to production, maintaining operational standards and reliability.
- **Managed applications** handling financial instruments and transactions, oversaw critical batch operations, Conducted thorough issue analysis, led Daily Scrum meetings for team alignment, and developed automated solutions to minimize operational disruptions.

SKILLS

Service-Now — Skilled in Service Now for incident, service request, and change management, with expertise in configuration, customization, and automation to optimize workflow efficiency and facilitate effective team collaboration.

Level 2 Application Support — Expertise in supporting critical financial applications, issue resolution, and performance optimization in high-stakes environments.

SQL - Squirrel Tool — Proficient in SQL with skills in writing queries, optimizing database performance, and managing relational databases to extract, manipulate, and analyze data effectively.

Office Suit — Skilled in Microsoft Office Suite, including Word, Excel, and PowerPoint, for creating documents, spreadsheets, presentations, and reports to support business operations and communication needs effectively.

UNIX/LINUX — Familiarity with Unix/Linux environments and scripting.

EDUCATION

Master In Computer Application, Nov 2022 – present | Pune, India
Jayawantrao Sawant College of Engineering at Pune

Bachelor In Computer Application, Jun 2017 – 2021 | Pune, India
Modern College of Arts, Science & Commerce (Autonomous)

ACHIEVEMENTS

- Received multiple appreciations and accolades for extended involvement in resolving high-priority incidents and automating processes, significantly accelerating performance on key deliverables.
- Appreciated for consistently working beyond capacity to ensure on-time resolution of critical tasks and for completing numerous internal training courses to enhance skills and knowledge.
- Awarded "Rise Awards," and "Unit INSTA Awards" by Infosys for exemplary performance and outstanding contributions in project management and engineering practices.